

MARCH 2018

# ALTA VISTA SOUTH COMMUNITY ASSOCIATION

www.AltaVistaCA.com

Professionally Managed by Keystone Pacific Property Management, LLC - 16775 Von Karman, Ste. 100, Irvine, CA 92606



## ARCHITECTURAL PROCESS

One of the duties of the Board of Directors is to maintain the architectural character and integrity of the community. The Board of Directors reviews all proposed plans, additions and changes to insure that alterations made to homes or landscaping enhances the atmosphere of the community.

The architectural review process consists of a homeowner submitting their proposal, using the Architectural Application form, directly to Keystone Pacific. The Board then reviews the submission and approves or denies the application. Once the architectural committee signs/approves the application, Keystone then mails the approved application to the homeowner within 45 days. The response could be an approval, an approval with provisions or a denial of the proposed changes. Once your project is complete, please take a picture and complete the Notice of Completion Form. Return these two items to Keystone Pacific Property Management, LLC as the final step of the process.

Please note that any plans or alterations made without Board approval could result in fines or special assessments to the homeowner.

## KEY CARD DEACTIVATION

The Board of Directors would like all homeowners with pool key cards to contact Management with the key fob # in order to update the software. On Tuesday, May 1st all key cards that have not been confirmed with Management will be deactivated to the pool.

If you loose your pool cards please update management in order for the card to be deactivated. This is to prevent the pool cards from getting into the hands of unauthorized users. If you need a replacement card, please contact Kevin Tan with Keystone Pacific at 949-838-3264 or ktan@keystonepacific.com.

### **BOARD OF DIRECTORS:**

President: Cyrus Khavarian  
Vice-President: Eric Nguyen  
Treasurer: Vacant  
Secretary: Matt Campbell  
Member-at-Large: Fred Eshragh

### **NEXT BOARD MEETING:**

**Monday, May 7, 2018**  
6:30 P.M. @ Alta Vista Country Club  
777 E. Alta Vista Dr.  
Placentia, CA

### **IMPORTANT NUMBERS:**

#### **ASSOCIATION MANAGER:**

**Scott Stubbs**  
Phone: 949-838-3244  
**Emergency After Hours: 949-833-2600**  
Fax: 949-833-0919  
sstubbs@keystonepacific.com

#### **COMMON AREA ISSUES:**

**Kevin Tan**  
Phone: 949-838-3264  
ktan@keystonepacific.com

#### **BILLING QUESTIONS/ ADDRESS CHANGES/ WEBSITE LOGIN:**

Phone: 949-833-2600

#### **POOL CARDS:**

Please contact Kevin Tan at 949-838-3264

#### **PATROL SERVICES:**

California Coastal Patrol  
Phone: 714-563-1821  
Please call patrol if you notice trespassers at the pool. Trespassers will be prosecuted.

#### **BILLING QUESTIONS/ADDRESS CHANGES/ WEBSITE LOGIN:**

Phone: 949-833-2600  
accounting@keystonepacific.com

#### **ARCHITECTURAL DESK:**

Phone: 949-838-3239  
architectural@keystonepacific.com

# MARCH 2018 REMINDERS

- For after-hours association maintenance issues, please call 949-833-2600 to be connected with the emergency service line. Please call 9-1-1 for life-threatening emergencies.
- Street Sweeping Day - 2nd and 4th Thursday of the month
- Trash Pick-Up Day - Tuesday  
Please remove trash cans from the common areas after this day.
- Monday, May 7, 2018 - Board Meeting @ 6:30 P.M.  
Location: Alta Vista Country Club  
777 E. Alta Vista Dr, Placentia
- Keystone Pacific will be closed in Observance of Memorial Day – Monday, May 28, 2018

## VISIT [www.AltaVistaCA.com](http://www.AltaVistaCA.com)

Log onto the community website to:

- Submit maintenance requests, address changes
- Get the latest community news & updates
- Obtain minutes, newsletters, policies, forms
- Access your account online
- Pay your HOA bill online
- Should you have problem logging onto the community website, please call Customer Service at 949-833-2600.

## CLEANING EXTERIOR OF HOMES

The Board of Directors would like to remind everyone to take the time to clean the exterior of your homes. Use a broom to clean off any dirt/cob webs from the stucco, pick up all brochures and newspapers from your front yards and driveways and ensure all items are stored out of view of the common area.

## REPORTING HOA AFTER HOURS EMERGENCIES

In the event that you notice an HOA maintenance emergency, outside of Keystone Pacific Property Management’s regular business hours, please call (949) 833-2600, which will direct you to follow prompts to be connected, with a live person, with their contracted emergency service.

The emergency service will request the following information from you:

1. The name of your Association: Alta Vista South Homeowners Association
2. Your property address and phone number
3. The nature of the emergency service needed, in order to dispatch the correct vendor, to assist with the resolution
4. The address or cross streets of the emergency, if different from your property address

The emergency service will relay all of this information, via text, to the Keystone Pacific Property “On-Call” Manager. In the event that more information is needed, the “On-Call” Manager will contact you; otherwise, the appropriate vendor will be dispatched to address the emergency immediately. Please keep in mind that the “On-Call” Manager may not be familiar with your property, so please be willing to provide as much detail as possible.

## DAYLIGHT SAVINGS TIME IS HERE AGAIN!

This year daylight savings will begin Sunday, March 11, 2018 at 2:00 AM. Don’t forget to set your clock one hour forward. Daylight Saving Time (DST), or summer time, is the practice of temporarily advancing clocks during the summertime so that afternoons have more daylight and mornings



February 14, 2018

Dear Homeowner,

Keystone Pacific is excited to announce that we have completed an upgrade to our customer portal and online account management software to enhance your ability to manage your account online, effective April 2, 2018. **Using the new portal, homeowners can sign-up for recurring ACH, view violations, track submitted work orders and manage electronic community notifications.**

**IF YOU PAY VIA KEYSTONE PACIFIC RECURRING ACH**

**CONGRATULATIONS! YOUR ACCOUNT WILL BE UPGRADED AUTOMATICALLY. YOU DON'T NEED TO DO ANYTHING!**

**IF YOU PAY BY CHECK OR AUTOPAY THROUGH YOUR BANK**

**After receiving your April billing statement, please complete the steps below to ensure your payment is submitted on-time:**

**1. Update Your HOA Account Number:**

- **Your 10 digit HOA account number will be located in the top blue section of the April billing statement under "Account ID".**
- **If you pay by autopay through your bank**, please update your bank records to reflect this new account number.
- **If you pay by sending a check through the mail**, please include your new account number on any checks or correspondence to your HOA.

**2. Update Your Payment Address:**

- **If you pay by autopay through your bank**, please update your bank records to reflect the new payment address.
- **If you pay by sending a check through the mail**, please address all envelopes to the new payment address.

New Payment Address:  
File 1958  
1801 W. Olympic Blvd.  
Pasadena, CA 91199-1958

**Or, for fast and convenient processing, you may now take advantage of our new online payment features.**

• **Manage Online Payments:**

You are still able to make one-time ACH payments through [www.kppmconnection.com](http://www.kppmconnection.com). In addition, starting April 2<sup>nd</sup>, Keystone Pacific is excited to introduce recurring online ACH payments. Please visit [www.kppmconnection.com](http://www.kppmconnection.com) to access your online payment account. You may still access your account using your current email address and password. If you have not registered for The KPPM Connection, please have your new account number readily available.

We are excited for you to experience the new portal and appreciate your feedback. **Please complete our online survey by logging into [www.kppmconnection.com](http://www.kppmconnection.com) and clicking on the menu located in the top-left corner and selecting "Portal Upgrade Survey". Homeowners who complete our survey by May 1<sup>st</sup> will be entered in to win a \$250.00 gift card!**

We realize that while change can be exciting, it can also be an inconvenience. So, while we transition to these new tools, we have committed more resources to customer support, which includes extended hours for live customer service support. The Keystone Pacific team is here to support you.

**Extended service hours from March 26<sup>th</sup> – April 30<sup>th</sup>:**  
**5:00PM to 9:00 PM, Monday through Friday.**

**Phone Number: 949-833-2600**  
**Email: [customer care@keystonepacific.com](mailto:customer care@keystonepacific.com)**

The launch of our upgraded portal is just the first step in offering you the best-in-class tools so that you can manage your account in a way that suits your busy life.

Sincerely,



Cary Treff, CEO  
Keystone Pacific Property Management